

MEMORANDUM

TO: Chairman Ron Jones
Director Debi Tate
Director Pat Miller
Director Sara Kyle

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: August 12, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JULY¹

Regulated utility complaints received and investigated in July	132
Non-regulated complaints received and investigated in July:	0
Number of follow-up investigations made in July:	359
Year-to-date regulated utility complaint total:	
919	
Number of Telemarketing complaints investigated in July:	32
Year-to-date Telemarketing complaints	222
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,976,747
Number of active telemarketing solicitors:	362
Number of Do Not Call Renewal Applications Approved	92
Number of Do Not Fax complaints investigated in July:	65
Year-to-date total of Do Not Fax complaints	655
Year-to-date total TDAP devices ordered:	938
Number of calls to MCI Relay Center Intrastate: 43,489	Interstate: 4,106
	47,595

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in July 2005)

Telephone Company's

1. BellSouth	56
2. Birch	4
3. CenturyTel	1
4. Crockett	2
5. Frontier/Citizens	2
6. Loretto	1
7. Sprint United	5
8. TDS	2
9. United	1

CLECS

1. MCI	3
2. Momentum	3
3. Network Telephone	1
4. Nuvox/Trivergent	1
5. Williams Communicaitons	4
6. XO	3
7. Aeneas	1
8. Xspedius	1
9. Trinsic	1

Long Distance Companies

1. AT&T Residential	12
2. AT&T Slam	2
3. Covista	1
4. MCI	2
5. Sprint	1

Gas, Water & Electric

1. AEP	2
2. Atlanta Gas	2
3. Atmos Energy	3
4. NGC	1
5. Tennessee American Water	2

Resellers

1. ACCXX	1
2. ACN	1
3. CCI	1
4. Cinergy	1
5. CommSouth / EZ Tel Companies	1
6. Cost Plus	1
7. Freedom Communications	2
8. Global Connections	1
9. Network Telephone	1
10. New Phone	1
11. PowerNet	1
12. Qwest	1
13. Ring Again	1
14. Talk.com	1
15. Tennessee Telephone	1
16. Global Crossing	1

Regulated Complaints for NR Companies

1. 900 Direct	1
2. Member's Edge	1
3. National Online	1
4. Nationwide Voice Mail	1
5. Navicomm	1

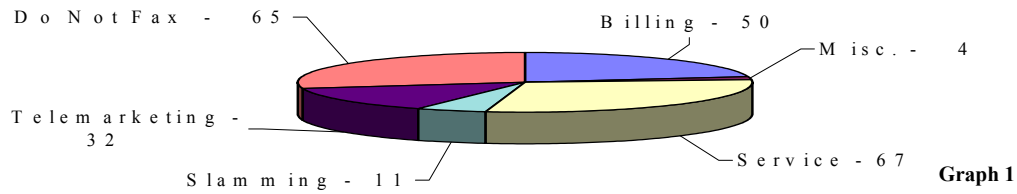
Billing Agents

1. ILD Telecommunications	2
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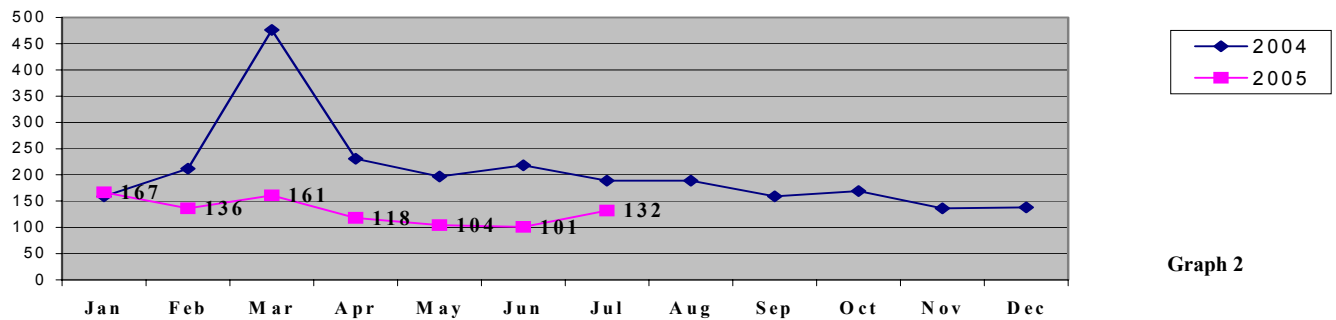
VOIP

1. Vonage	1
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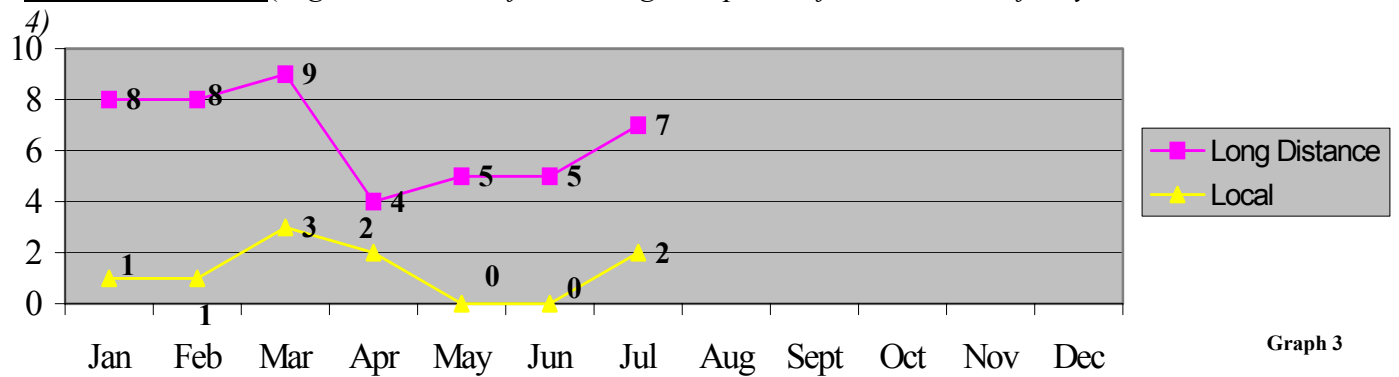
Regulated Complaint Totals for July:



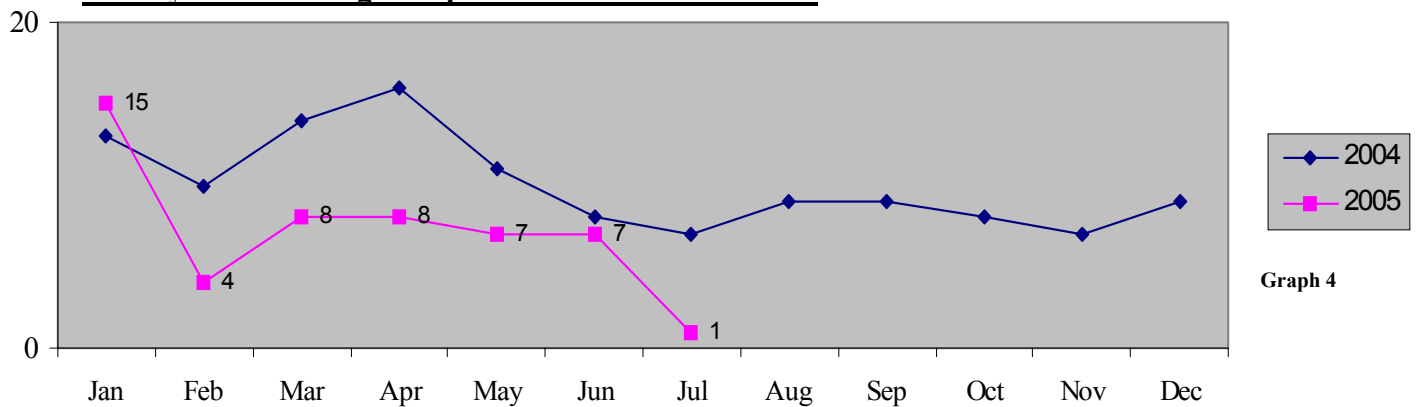
Regulated Utility Complaints from 2004 -2005:



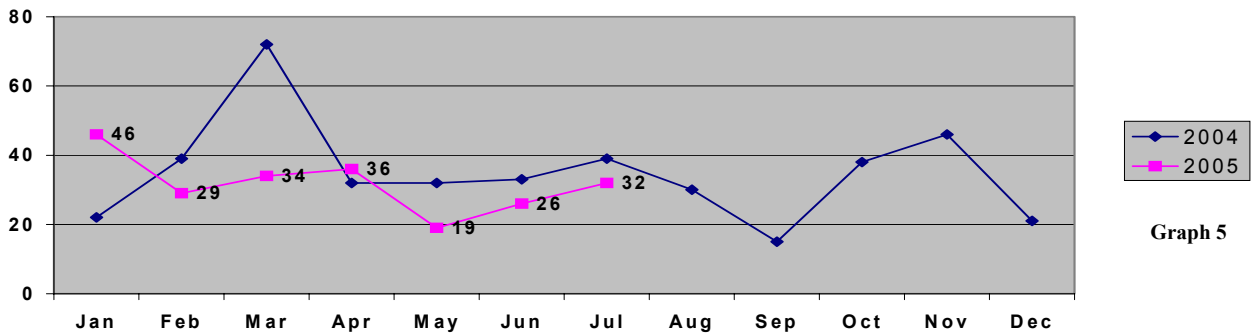
Slamming Totals: (Highest Number of Slamming Complaints for the Month of July: Williams Comm.:



County Wide Calling Complaints from 2004 and 2005

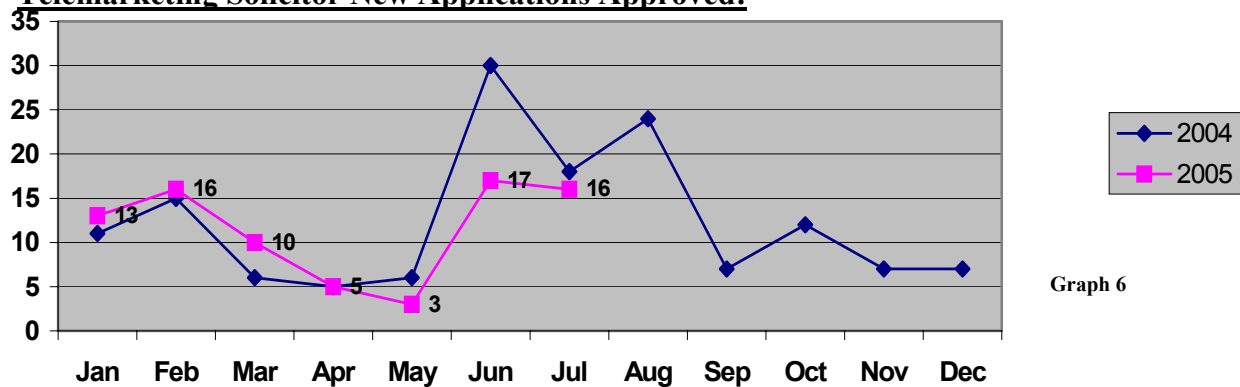


Telemarketing Complaints: (Most Complaints: *The Answer Plan: 7*)



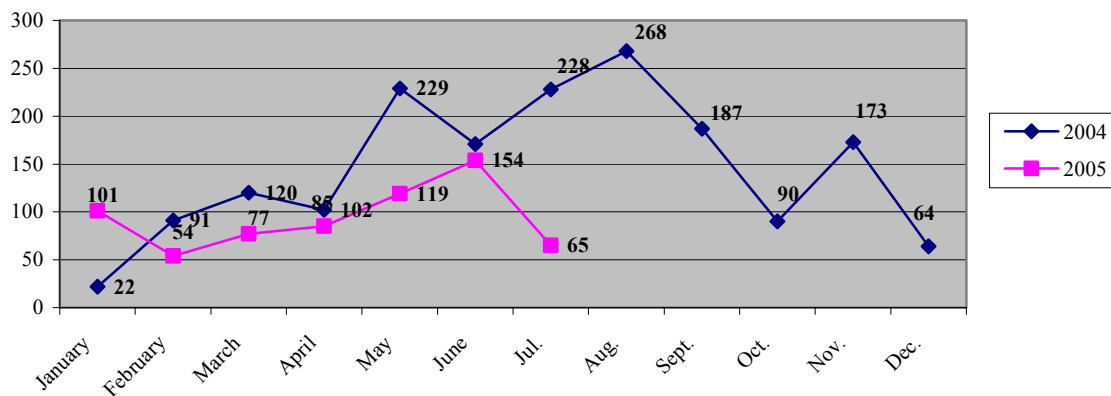
Graph 5

Telemarketing Solicitor New Applications Approved:



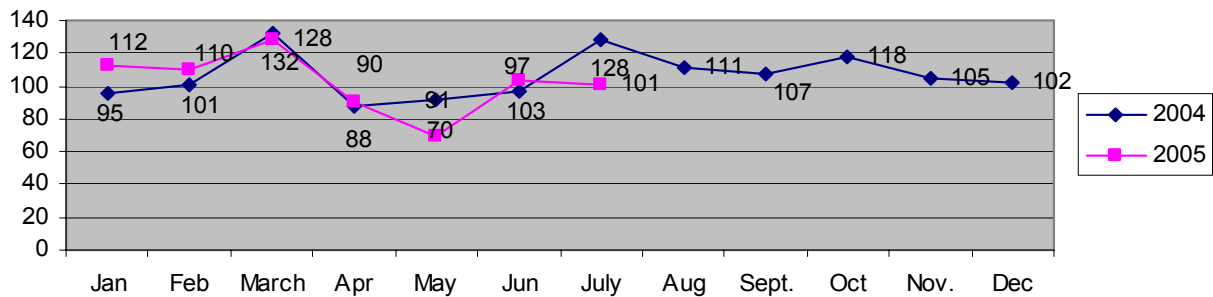
Graph 6

2005 Do Not Fax Complaints



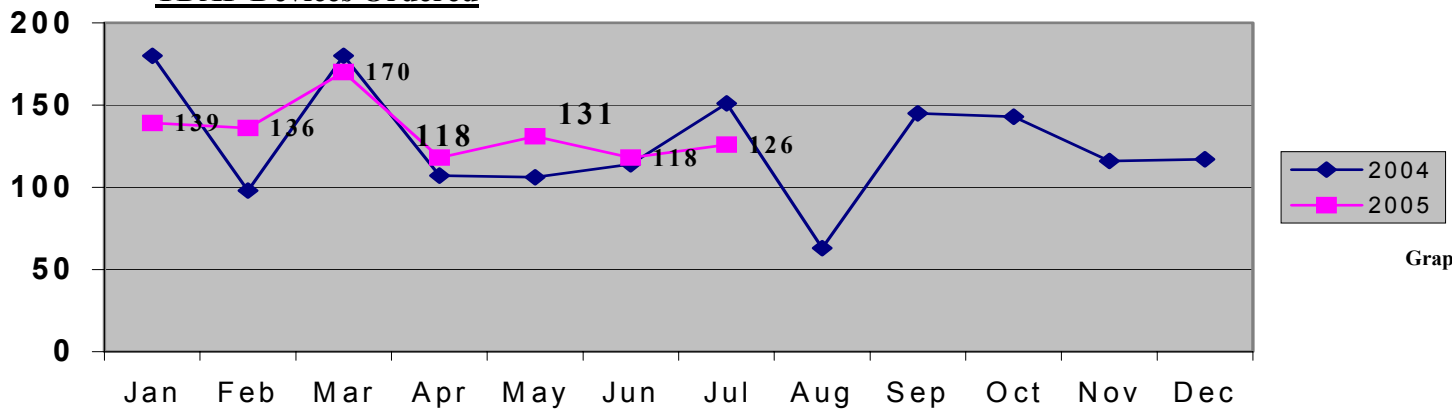
Graph 7

TDAP Applications Approved



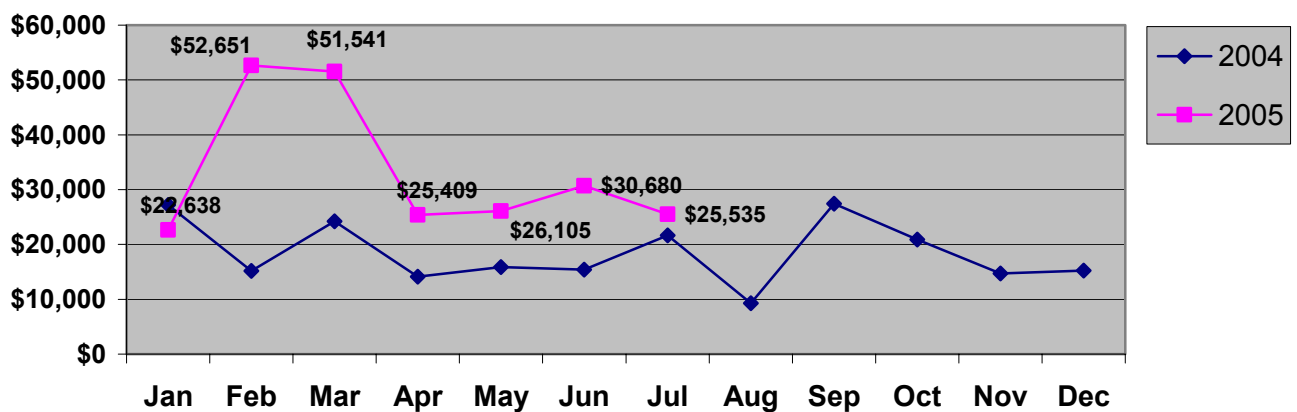
Graph 8

TDAP Devices Ordered



Graph 9

Total Cost of TDAP Devices Ordered:



Graph 10

